

SOP: Order Dispatch, Shipping, and Delivery Documentation

This SOP details the **order dispatch, shipping, and delivery documentation** process, covering order verification, packaging standards, carrier selection, shipping label creation, and delivery tracking. It also includes procedures for managing shipping documents, handling exceptions and delays, ensuring timely delivery, and maintaining accurate records for accountability and customer satisfaction.

1. Purpose

To standardize the processes for dispatching, shipping, and documenting orders to ensure efficiency, accuracy, timely delivery, and high customer satisfaction.

2. Scope

This SOP applies to all staff involved in order fulfillment, dispatch, shipping, and delivery documentation.

3. Responsibilities

- **Order Processing Team:** Verify and confirm customer orders for dispatch.
- **Warehouse Staff:** Pick, pack, and prepare orders according to packaging standards.
- **Shipping Coordinator:** Select carrier, create shipping labels and documentation, and track deliveries.
- **Customer Service:** Handle delivery exceptions, delays, and customer queries.

4. Procedure

1. Order Verification

- Review and confirm order details (item, quantity, shipping address, payment status).
- Flag and resolve discrepancies before dispatch.

2. Order Packing

- Pack items according to company packaging standards and product-specific requirements.
- Include all necessary documents (invoice, packing slip, etc.) in the package.

3. Carrier Selection

- Choose an appropriate carrier based on destination, cost, speed, and service.
- Record carrier details in the shipment record.

4. Shipping Label Creation

- Create and print accurate shipping labels.
- Affix shipping labels securely to packages.

5. Shipping Documentation Management

- Prepare necessary shipping documents (manifest, bills of lading, customs paperwork, as required).
- Store digital and physical copies of shipping documents for accountability and auditing.

6. Dispatch and Handover

- Arrange package handover to the carrier; obtain confirmation/receipt.
- Update order status in the tracking system.

7. Delivery Tracking and Confirmation

- Monitor delivery status using tracking tools.
- Update customers with tracking information and any relevant updates.
- Record proof of delivery upon completion (e-signature, photo, etc.).

8. Handling Exceptions and Delays

- Log all exceptions (delayed, damaged, lost shipments) in the exceptions register.
- Initiate investigations and communicate with carriers as needed.
- Inform customers proactively and provide resolutions or compensation per policy.

9. Record Maintenance and Audit

- Maintain accurate records of order dispatch, shipping, and delivery documentation for the retention period (as per company policy).
- Conduct regular audits to ensure compliance and identify areas for process improvement.

5. Documentation Table

Document Name	Purpose	Retention Period
Order Confirmation	Proof of customer purchase and order details	2 Years
Packing Slip	Lists items included in the shipment	1 Year
Shipping Label	Facilitates carrier routing and delivery	1 Year
Shipping Manifest/Bill of Lading	Records all packages handed to carrier	2 Years
Proof of Delivery	Confirms successful delivery to recipient	2 Years
Exception Report	Documents shipping exceptions and resolutions	2 Years

6. Review & Revision

- This SOP should be reviewed annually or when significant process or carrier changes occur.
- Record all revisions in the document history log.

7. References

- Company Packaging Standards Manual
- Shipping Carrier Service Level Agreements (SLAs)
- Customer Service Policy Manual